

# NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

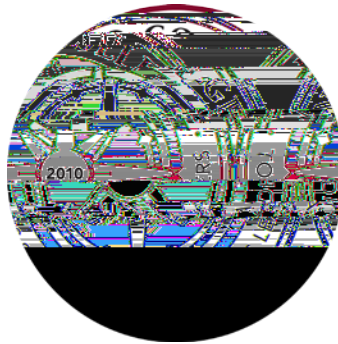
Unit: Student Services

Please give the full title of your unit

Contact Person: Monica Green, Mark DeAsis, Mark Hartley, and Daniela McCarson

Due: **AUGUST 31, 2017**

Please send an electronic copy to your area Vice President



Form Last Revised: JUNE 2017

Norco College

Web Resources <http://www.norcocollege.edu/about/president/strategicplanning/programreview/Pages/index.aspx>

# Annual Administrative Program Review Update Instructions

The Annual Administrative Program Review is conducted by each unit and consists of an analysis of changes within the unit as well as significant new resource needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year in anticipation of budget planning for the fiscal year, which begins July 1 of the following calendar year.

The questions on the subsequent pages are intended to assist you in planning for your unit.

The forms that follow are separated into pages for ease of distribution to relevant subcommittees. Please keep the pages separated if possible (though part of the same electronic file) with the headers as they appear, and be sure to include your unit, contact person (this may change from year to year) and date on each page submitted. Don't let formatting concerns slow you down. If you have difficulty with formatting, Nicole Can adjust the document for you. Simply add responses to those questions that apply and forward them to [nicole.ramirez@norcollege.edu](mailto:nicole.ramirez@norcollege.edu) with a request to format it appropriately.

If you cannot identify in which category your request falls or if you have complex funding requests please schedule an appointment with your college's Vice President for Business Services right away. They will assist you with estimating the cost of your requests. Do include the cost estimates in your request forms. Each college uses its own pricing system. Inquiries regarding that process should be directed to your Vice President.

The college has adopted a Total Cost of Ownership calculator for the use of determining cost of faculty, personnel and other needs related to a department or program. The calculator is located under the Office of the Vice President, Business Services, as "Total Cost of Ownership (TCO) Spreadsheet" at the following link: <http://www.norcollege.edu/about/businessservices/Pages/index.aspx>

## Mission

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

## Vision

Norco – creating opportunities to transform our students and community for the dynamic challenges of tomorrow.

## Educational Master Plan/Strategic Goals and Objectives 2013-2018

### Goal 1: Increase Student Achievement and Success

#### Objectives:

1. Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
2. Improve transfer rate by 10% over 5 years.
3. Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternative to traditional basic skills curriculum.
4. Improve persistence rates by 5% over 5 years (fall; fall).
5. Increase co1 (al)-6 (l).l

## Goal 2: Improve the Quality of Student Life

### Objectives:

1. Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).
2. Increase frequency of student participation in co-curricular activities.
3. Increase student satisfaction and importance ratings for student support services.
4. Increase the percentage of students who consider the college environment to be inclusive.
5. Decrease the percentage of students who experience unfair treatment based on diversity characteristics.
6. Increase current students' awareness about college resources dedicated to student success.

## Goal 3: Increase Student Access

### Objectives:

1. Increase percentage of students who declare an educational goal.
2. Increase percentage of new students who develop an educational plan.
3. Increase percentage of continuing students who develop an educational plan.
4. Ensure the distribution of our student population is reflective of the communities we serve.
5. Reduce scheduling conflicts that negatively impact student success.

## Goal 5: Strengthen Student Learning

### Objectives:

1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of faculty development workshops focusing on pedagogy each academic year.

## Goal 6: Demonstrate Effective Planning Processes

### Objectives:

1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
3. Ensure that resource allocation is tied to planning.
4. Institutionalize the current Technology Plan.
5. Revise the Facilities Master Plan

## Goal 7: Strengthen Our Commitment To Our Employees

### Objectives:

1. Provide professional development activities for all employees.
2. Increase the percentage of employees who consider the college environment to be inclusive.
3. Decrease the percentage of employees who experience unfair treatment based on diversity characteristics.
4. Increase participation in events and celebrations related to inclusiveness.
5. Implement programs that support the safety, health, and wellness of our college community.

# COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS

## DUE: AUGUST 31, 2017

Administrative Unit: Student Services

Prepared by: Monica Green, Mark DeAsis, Matt Hartley, Daniela McCarson

Date: August 14, 2017

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Submit only your Worksheets Do not alter the forms or eliminate pages. If a page does not apply simply mark N/A

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I. The

3. List the major

#### 4. Briefly comment on the status of your 2017 goals and objectives.

The student services administrative team establishes annual goals that support the overall mission and objectives of the departments and programs of this unit. Over the last year, through a combination of categorical and general funds, we hired the following positions: Administrative Assistant III (Dean, A&R; Educational Advisor (PPT – Adult Education); College Nurse (PPT – replace short term position); Counselors (2 non-tenured positions replaced with 2 tenured positions); Instructional Department Assistant (IDS – replaced Counseling Clerk III); Student Accounts Specialist (PPT replaced Assistant Cashier); Student Activities Coordinator; Student Financial Services Officer; and Support Services Specialist Aide (DRC).

To address goal #1 (improving assessment practices in all Student Services areas), the program review template was revised to link each assessment outcome with our college mission statement and with a comprehensive peer review process. 100% of the program reviews were aligned with the college mission. Ninety-five (95%) percent of the student services areas met the established goal of having at least three outcomes with at least two demonstrating authentic assessments.

To address goal #2 (participate in college response to legal and regulatory changes), the administrative team has been engaged within the institution as we respond to homeless students (showing facilities), migration/undocumented student education, preferred name, integrated planning (BSI, SE, SSSP), College & Career Access Pathways (CCAP – dual enrollment), inmate education, adult education, BOGW appeals, MMAP, Completion Initiative & Guided Pathways, and ensuring Title IX compliance.

To address goal #3 (ensure all personnel are engaging in strategic planning), the administrative team reviews and modifies the Student Services Staff Committee Membership in the fall. Committee membership is reviewed to ensure wide spread strategic planning participation among Student Services team members. The membership list is reviewed with all of the Student Services managers to ensure accuracy.

To address goal #4 (actively engage in community), the administrative team is active in the following: adult education, Department of Public & Social Services (DPSS), Corona Vet Center, dual enrollment (CCAP, concurrent enrollment, JFK Middle College), Norconian Run, EOPS Advisory Committee, Foster Youth Success Committee, host for Chamber of Commerce Education Day, Prison Partnership, annual Soroptimist Dream It/Be It, annual Speech Meet, Summer Advancement Affairs and Welcome Day.

To address goal #5 (staff professional development), student services managers encourage staff development by including at least one measurable performance goal related to professional development as well as facilitate staff development. In the fall and spring in addition, many staff members are afforded the opportunity to participate in campus, statewide, and monthly professional development workshops and trainings hosted by student services managers.



5. MAJOR Goals and Objectives 2017 – 2018 (do not include normal functions of your unit). In order from 1 –5 is best. With 1 as the most important

Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit if there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
1. Actively engage in developing and maintaining key partnerships with local community organizations and agencies.	2010	Ongoing	Increase external funding sources which support college programs and initiatives	4.1, 4.5 4.8
2. Promote increased staffing and resource to ensure the success of current and future campus strategic initiatives to better support our students.	2017	Ongoing	Ensure that resource allocation is tied to better	

## Previous Year's Assessment

SAO Assesød:	Assessmentmethod used	What was your target or benchmark?	What were the results?	How do you anticipate using theseresults?
Staff satisfaction of student ørvices professional development series.	Electronic survey (i)5.321			

x Reflective Question: What did you learn that will impact your unit for the future?

In regards to the professional development series, we learned there was a need for professional development at Norco College. The college is moving towards a more comprehensive, cohesive professional development plan incorporating statewide initiatives within community colleges.

In regards to the student satisfaction survey, findings reflected an overall satisfaction of student services offered at Norco College. However, 10% of students indicated a desire for expanded hours of operation. Staffing levels would need to increase in order to accommodate this request.

In regards to linking outcomes with the mission, we found that when we stressed the importance of this practice by modifying the template and grading rubric, our teams were able to successfully link all outcomes to the mission.

Directions: The primary purpose of this update is to provide an overview of your unit's assessment activities (plans, data, responses to data, etc.) for the previous academic year as well as your plans for assessment in the upcoming academic year. If you have any questions regarding the assessment process on this aspect of the report, please contact your vice president, or the Assessment Chair, Sarah Burnett at [sarah.burnett@norcollege.edu](mailto:sarah.burnett@norcollege.edu) or Greg Aycock at [greg.aycock@norcollege.edu](mailto:greg.aycock@norcollege.edu). See Appendix 1 for more information about assessment.

## Current year's assessment plan

SAO to be assessed:	What assessment methods do you plan to use?	When Will Assessment Be Conducted and Reviewed?	What result, target, or value will represent success at achieving this outcome?	How do you anticipate using the results from the assessment?	EMP GOALS
Students enrolling in CCA (AB288) courses will achieve good academic standing.	Enrollment data	At the end of every semester.	70% of students will achieve good academic standing (2.0 or above gpa, over 50% completion rate)	Establish program level benchmarks that includes staffing level needs to support student success.	4.6 – 4.8
The 2017 Summer Advantage cohort will have comparable success rates to that of the prior year cohort.	Enrollment data	When the 17FAL data report is available, it will be reviewed and analyzed by the Student Services Planning Council.	The Summer Advantage cohort 2016 and 2017 will have comparable success rates in 100% of the student success measures represented on the data report.	Continuous improvement to the Summer Advantage program. This will guide planning for the next cohort of students.	1.6, 1.8, 2.1, 2.2, 2.6, 3.1, 3.2, 4.1

Provide the official Organizational Chart of your unit which



6. Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2013	2014	2015	2016	2017	2018-2019	2019-2020

Unit Name: \_Student Services\_ \_





8. Equipment (including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair & Technology Needed for Academic Year 2017-2018 Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO**			EMP GOALS
	Cost per item	Number Requested	Total Cost of Ownership	
1. Surveillance Cameras- Student Services areas <u>Reason</u> Need to secure areas from theft and/or misconduct. Estimate \$2,000 area; 16 areas.	\$2,000	16	\$32,000	Goal 7
2. Computer Laptop (5) <u>Reason</u> New equipment for staff 2.8o w(ta)oro 332 (a)6 (s (as)ij 2.8tJ 2.8eTJ	\$1,074	5	\$5,370	EMD 65.04

\*\* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year.

TCO: <http://www.norccollege.edu/about/business/Pages/index.aspx>

<sup>2</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please include the "reason" section of this form.

Unit Name: Student Services

9. SpaceNeedsNot Covered by Current Building or Remodeling Projects<sup>3</sup>



Unit Name: Student Services

## 11. OTHER NEEDS<sup>5</sup>

List Other Needs that you are certain do not fit elsewhere.

Please be as specific and as brief as possible. Not all needs will have a cost, but

### 12. Long Term Planning Needs

If your unit anticipates significant additional needs for personnel, equipment or facilities will occur two to five years from now please list those here*			
	Fiscal Year Needed	Number Requested	Total Cost of Ownership
1. Student Services Building <u>Reason:</u> Currently, student services operations are located in multiple buildings across college, thus making student referrals and providing students with a “one stop shop” experience is not possible. Given the breadth of services available to students to meet their diverse needs, locating all student services departments in one building would improve the effectiveness and efficiencies of service delivery.	2017-18	NA	Unknown
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

TCO: <http://www.norcocollege.edu/about/businessservices/Pages/index.aspx>

\*Significant needs are generally those with annual costs over \$20,000. They may be the result, for example, of institutionalizing a grant, anticipated growth, or



2. Unit defines how it will assess progress (non-evaluative) to